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DATE: 5/9/2005

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Docket No. AUS92001826US1 Serial No. 10/015,264 Atty: AJP

Applicant: BROWN ET AL

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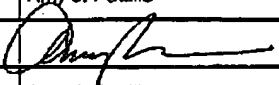
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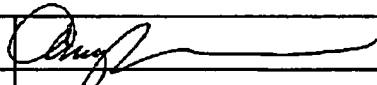
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TRANSMITTAL FORM	Application Number	10/015,264	
	Filing Date	12/12/2001	
	First Named Inventor	Michael Wayne Brown	
	Art Unit	2842	
	Examiner Name	Ubies, Maria C	
(to be used for all correspondence after initial filing)		Attorney Docket Number	AUS920010826US1
Total Number of Pages in This Submission		4	

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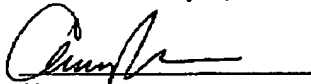
PATENT
10/015,264

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of	: Before the Examiner:
Michael Wayne Brown, et al.	: Marie C. Ubiles
Serial No.: 10/015,264	: Group Art Unit: 2642
Confirmation Number: 1742	: Intellectual Property Law Department
Filed: 12/12/2001	: International Business Machines Corp.
Title: PROMOTING CALLER VOICE	: 11400 Burnet Road
BROWSING IN A HOLD QUEUE	: Austin, Texas 78758

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that this correspondence is being transmitted via facsimile to the United States Patent Office at facsimile number 703-872-9306 and to the attention of Examiner Marie C. Ubiles on May 9, 2005 by Amy J. Pattillo.


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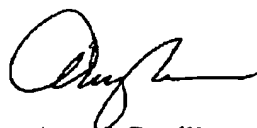
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Respectfully submitted,



5/9/2005

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Substitute for form 1449/PTO

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Complete if Known

Application Number	10/015,264
Filing Date	12/12/2001
First Named Inventor	Michael Wayne Brown
Art Unit	2642
Examiner Name	Ubiles, Marie C
Attorney Docket Number	AUS920010826US1

[illegible][illegible]

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